



## Job Description

<b>Working Title:</b>	MUNICIPAL ENFORCEMENT CLERK
<b>Position Type:</b>	PERMANENT
<b>FTE (ie: 1.0, 0.5):</b>	1.0
<b>Classification:</b>	LEVEL 3
<b>Division:</b>	PROTECTIVE SERVICES
<b>Department:</b>	COMMUNITY AND PROTECTIVE SERVICES
<b>Reports To:</b>	COMMUNITY PEACE OFFICER - SUPERVISOR
<input type="checkbox"/>	New Position
<input checked="" type="checkbox"/>	Update of current position
<input type="checkbox"/>	Significant changes (at least 50% of job has changed) – Job Evaluation required

### SECTION I: PURPOSE OF POSITION

Under the supervision of the Community Peace Officer Supervisor, this position provides administrative services to the Community Peace Officers including the coordination of all enforcement-related inquiries by creating case reports, triaging, recording and dispatching files to officers on duty. This includes the compilation of legal documents, court briefs and attendance in court as bylaw prosecution when required. The position gathers statistics and provides key support in the preparation of enforcement reports, records management and office administration.

## SECTION 2: KEY RESPONSIBILITIES

Time Percentage	Key Responsibility
35%	<p><b>Administrative:</b></p> <ul style="list-style-type: none"> <li>• Provide administrative support to Peace Officers, Peace Officer Supervisor and General Manager of Community and Protective Services</li> <li>• Handle routine administrative calls, provide immediate support service related to Provincial Statutes, Municipal bylaws, and other related matters</li> <li>• Coordinate efficient and effective customer service to residents, internal and external agencies while balancing needs within Town bylaws and policies</li> <li>• Initiate process for enforcement related permit applications (road closures, special events, obstructions)</li> <li>• Liaise with Veterinary Clinics, Rescue Agencies, Animal Shelter Services as required and related to enforcement</li> <li>• Stock reception area with business cards, brochures, complaint forms and other materials</li> <li>• Occasionally provide on-the-job training and/or demonstrate procedures</li> <li>• Compile statistics and photographs to assist Supervisor with preparation of quarterly reports to Council</li> <li>• Record and transcribe meeting minutes and upload to record management system(s)</li> <li>• Order and manage office and storage room supplies and equipment for enforcement staff</li> <li>• Oversee and update Enforcement and Traffic web pages for the Town website</li> <li>• Prepare, sort, and distribute standard, registered and courier mail</li> <li>• Other Administrative duties as assigned</li> </ul>
<p>Time Percentage 20%</p>	<p><b>Tactical Support:</b></p> <ul style="list-style-type: none"> <li>• Efficiently coordinate logistics, log calls, obtain witness statements, and communicate effectively, occasionally under pressure</li> <li>• Prepare letters, warnings, notifications, enforcement orders, notices of entry, conditions and other Municipal Government Act documentation for Peace Officers when necessary</li> <li>• Provide GIS mapping support to Officers as required</li> <li>• Manage diaries and call for service, and query notes</li> <li>• Create case reports for each concern, collecting and compiling information and data into Peace Officer reporting systems(s), and update with recent data and actions taken as needed</li> <li>• Operate radio equipment, maintain information on radio communications and relay emergency information to officers</li> <li>• Liaise and information share matters related to files with RCMP, and external enforcement agencies</li> <li>• Conduct property, business, and owner information research for each case report</li> <li>• Record, keep, and return lost/found items turned into Enforcement</li> </ul>

<b>Time Percentage</b> 40%	<b>Court/Legal:</b> <ul style="list-style-type: none"> <li>• Compile, prepare, and upload legal documents, court briefs, and records for court packages for trials, Crown Prosecution Office, court appearances, and FOIP department. Request legal documents required for court including drivers abstracts, registration certificate, corporate searches etc.</li> <li>• Retrieve and update record management system of court proceedings</li> <li>• Liaise with Lawyers Office, Prosecution Office, and Legal assistants for Provincial Statute and Bylaw court related matters</li> <li>• Attend Court and speak in front of the court as representative of the Town and act as Prosecution for Bylaw first appearance and mandatory court appearances for resolution or set trial proceedings when necessary</li> <li>• Act as exhibit custodian, manage the storage of records and evidence for Peace Officer exhibits</li> <li>• Attend to required legal correspondence</li> <li>• Enter bylaw and paper issued Provincial violation tickets, warnings, warrants, subpoenas, service of summons into Peace Officer reporting software System(s)</li> <li>• Commissioner of Oath for tickets and legal documentation as required by Peace Officers</li> <li>• Liaise with RCMP and CPIC unit for status keeping of warrants</li> <li>• Assist Town, Legal, Crown Prosecution and Insurance company inquiries</li> </ul>
<b>Time Percentage</b> 5%	<b>Safety:</b> <ul style="list-style-type: none"> <li>• Responsible to actively engage in the health and safety program and be held responsible for the health and safety duties and responsibilities as outlines in Element 1 of the Health and Safety Manual.</li> <li>• Read, understand and comply with the municipalities health and safety policy and procedures</li> <li>• Report all incidents - including near misses, potentially unsafe acts and conditions, and injuries to the supervisor</li> </ul>

### SECTION 3: SUPERVISION OF OTHERS

Position Title	Direct	General
N/A	<input type="checkbox"/>	<input type="checkbox"/>

### SECTION 4: QUALIFICATIONS

<b>Level of education and experience required:</b> <ul style="list-style-type: none"> <li>• Minimum grade 12</li> <li>• Post-secondary certificate in policing, legal studies, paralegal, office administration or related field</li> <li>• 1-year related work experience</li> </ul>
<b>Required designations, licenses, Certificates required:</b> <ul style="list-style-type: none"> <li>• Clean Criminal Records Check</li> <li>• Ability to obtain Commissioner of Oath status</li> </ul>



**Required Knowledge, Skills and Abilities:**

- General knowledge of court and legal system
- General knowledge and understanding of municipal bylaws
- Strong organizational and time management skills
- Ability to handle sensitive and confidential information
- Attention to detail
- Excellent typing speed and accuracy
- Teamwork and collaboration
- Excellent oral and digital communication skills, with the ability to communicate with tact and diplomacy under pressure
- Problem solving and decision-making skills required when dealing with complaints and concerns and to assess emergency situations
- Ability to demonstrate professionalism
- Basic automobile knowledge as it relates to municipal bylaws
- Basic domestic animal knowledge as it relates to municipal bylaws

**Software/Technology**

- Computer experience in operating various on-line systems (Microsoft Word, Excel, Office, and Publisher, Report Exec/Omnigo, APIS, Smart Squad, JOIN).

**PHYSICAL EFFORT**

<input checked="" type="checkbox"/>	Routine office environment. Limited physical effort. A variety of typical office requirements such as sitting, standing and walking. Limited physical effort. Limited intense visual concentration is required. Infrequent physical effort (lifting, bending, etc); Infrequent peaks of concentration are necessary for short periods from time to time (e.g. several minutes up to half an hour). Interruptions or distractions occur occasionally, but do not interfere with completion of quality of work as the nature of the work is highly repetitive and routine
<input type="checkbox"/>	Moderate physical effort, requires occasional lifting, bending, standing, climbing ladders, etc. Requires extended periods of standing or moving. Manual dexterity can include handling of items or tools of various sizes, sorting or manipulating small parts or materials or tools, where the pace of work can largely be controlled. Intense visual concentration is greater than 50% of the time. Moderate peaks of concentration (e.g. up to half day) are a typical, with some ability to control this by taking breaks from the task. Interruptions or distractions occur frequently and sometimes interfere with output quality or timeliness. Time pressures with the job are noticeable, but are not frequent or significant. May perform a moderate level of heavy physical activities (pulling, lifting, pushing heavy or awkward objects, etc). May require some specialized training and/or use of safety equipment.
<input type="checkbox"/>	Regular, frequent or sustained and considerable physical effort is required with limited opportunities to rest except at scheduled breaks. May require a degree of major physical effort over an extended period of time. Requires frequent or regular considerable moving, standing or heavy physical activities (e.g. lifting, moving, or pulling heavy awkward objects on a regular basis). Typically requires some specialized training (certifications, etc) and/or use of safety equipment. May also require personal protective equipment. Regular, frequent or sustained, and substantial peaks of concentration are a typical throughout the day. It may not be possible to take breaks from tasks due to time pressures and deadlines that often oblige continuation until task completed. Interruptions and distractions occur frequently, and often to significantly interfere with the ability to complete the task correctly/in timely manner and consistently.

**WORK ENVIRONMENT**



<input checked="" type="checkbox"/>	Routine office environment. Limited exposure to disagreeable aspects such as noise, heat/cold, dust, fumes, etc
<input type="checkbox"/>	Moderate exposure to disagreeable aspects of the work environment. The job may require occasional exposure, but is limited in terms of frequency, severity, and/or duration. May require some specialized training, and/or use of safety equipment.
<input type="checkbox"/>	Considerable, frequent or ongoing exposure to disagreeable aspects of the work environment. The job requires regular exposure in terms of frequency, severity, and/or duration. Typically requires some specialized training (certifications, etc), and/or use of safety equipment. May also require personal protective equipment.